

Production Daily Health Report

Wednesday November 16th, 2016 (10:00 AM EDT)

Infrastructure and Upcoming Events

 Customer Portal
  Worker Portal
  CCAP
  EARR

Daily Smoke Test Status: Pass

Key Events

Date	Event	Status
11/2	Nov M&O Scoping	In Progress
11/18	SSP Issuance Set 2	Not Started
11/18	SSP Recon	Not Started
11/19	Weekly Fix Release	Not Started

Batches

Executed	Failed	Passed	Held / Not Scheduled*
177	0	177	144

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	
Self Service Portal	Passed	
Reports	Passed	
Support Functions	Passed	
Notices	Passed	
EDM	Passed	

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Passed	N/A	0	5880	0
DHS 3503 – Additional Documentation Required Notice	On Hold	N/A	0	N/A	0

Interfaces

Critical Trading Partner	Transfer Status	QC Status	Impact
MMIS	Passed	Passed	
FIS (EBT)	Passed	Passed	
Child Support	Passed	Passed	
SSA	Passed	Passed	
Bank of America	N/A	N/A	
Santander	N/A	N/A	
Welligent	N/A	N/A	
Carriers & NFP	Passed	Passed	
DCYF	Passed	Passed	

*This includes jobs that are monthly that have not hit their execution date as well as jobs that have known issues.

RIBridges Top Issues Impacting Cases

Wednesday November 16th, 2016 (10:00 AM EDT)

278

Cases without Coverage due to Top Issues

0 P1 Incidents
5 P2 incidents
1613 P3 incidents
48 P4 incidents

Top Issues Impacting Cases

#	Issue Description	# Cases Blocking Coverage	Root cause	Resolution
1	Converted SSI Cases missing data	26	Four fields from SSP Information are intermittently appearing blank on the front end for various cases.	Multiple root causes with iterative fixing planned 11-19
2	Claim Processing – Unable to post payments for ~250 accounts (RIB-6241)	~250	Repayment agreement amount is not updated resulting in standard recoupment	Fix targeted for 11-19-2016
3	Conflicting verifications for the same data points and issues with external sources (RIB-4988, RIB-6202)	2	231 accounts need manual lookup before a data fix could be done because of the need to check external sources. 2 accounts reported for reasonable explanation are not resulting in income passing.	Partially Resolved - The data fixes for the 231 accounts have been completed however more analysis is needed to determine the root cause of the 2 accounts reported for reasonable explanation not resulting in income passing.
4	MCI tasks not being created for partial matches are blocking applications. MCI task not playable and user not able to proceed. (RIB-5512, RIB-2551)	~	One new issue was identified two weeks ago impacting 12 accounts where a customer has both a SHOP and an Individual QHP account. This new issue will be fixed by 11/5 - The SHOP MCI issue has 1,000 still need to be fixed and validated. One task issue (app error on working a task) planned to be fixed on 11/09	Partially Resolved - Data fixes have been deployed. Code fix in progress targeted for 11/19
5	NCP record sent to Child Support lists the children themselves as parents incorrectly. (RIB-5898)	~	Relationship information for a number of children were converted incorrectly	Data fix will be applied to correct the relationship information for affected children Target Fix Date – 11-19-2016
6	Scrambled data on MCI Clearance Results screens during the morning hours from the start of business at 8:30 am EST until 10:05 am EST on 11/15.	~	For the night of 11/14, two reloading activities in Netrics were performed in the production and performance environments. Due to manual error, scrambled CSV files were mistakenly pushed to the production environment.	Resolved - The CSV formatted files, which store tabulated demographic data, were regenerated from Production. Netrics was then refreshed with the correct unscrambled Production data.

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to November 15th

Start of the Day

785

Scanned/Indexed



9,720

Processed



14,033

Completed



24,538

Total

Day's Activities

125

Scanned/Indexed



259

Processed



539

Completed



923

Total

End of the Day

910

Scanned/Indexed



9,979

Processed



14,572

Completed



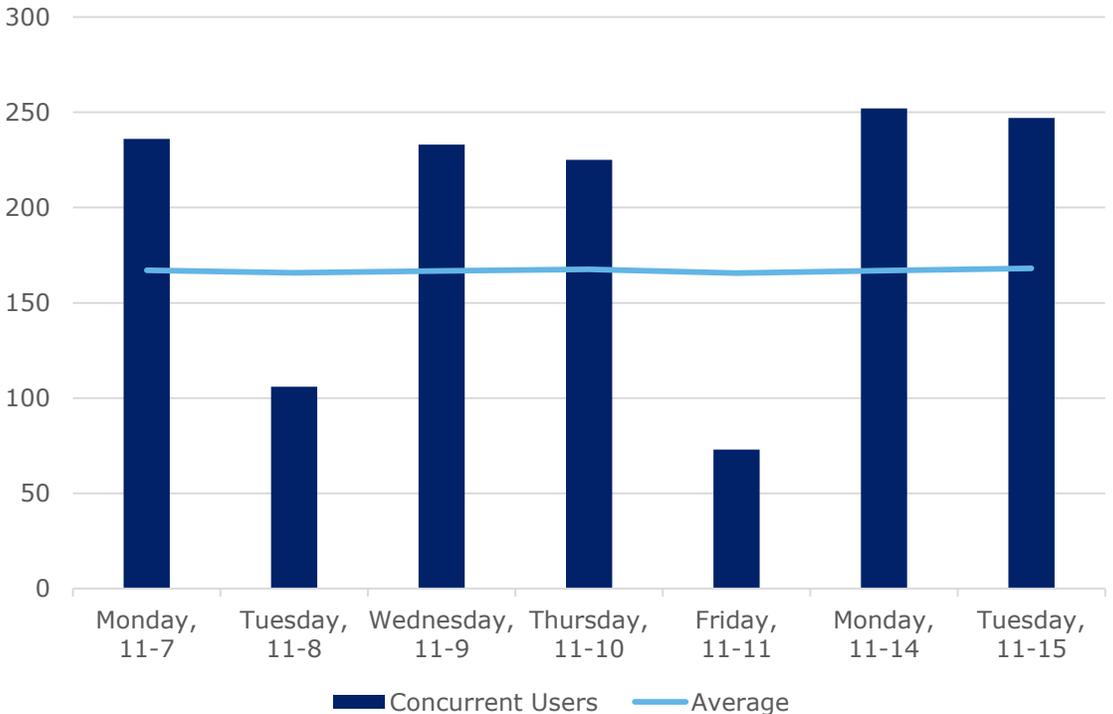
25,461

Total

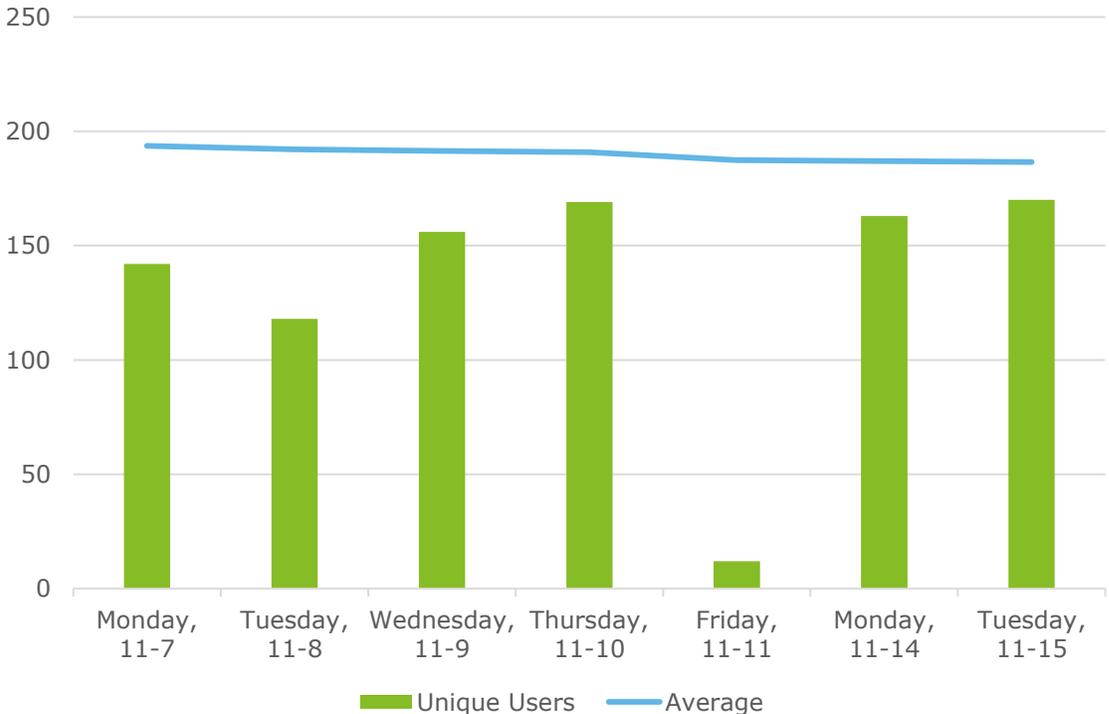
RIBridges Technical Metrics – Worker Portal

Wednesday November 16th, 2016 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday



Worker Portal Unique Logins Per Weekday

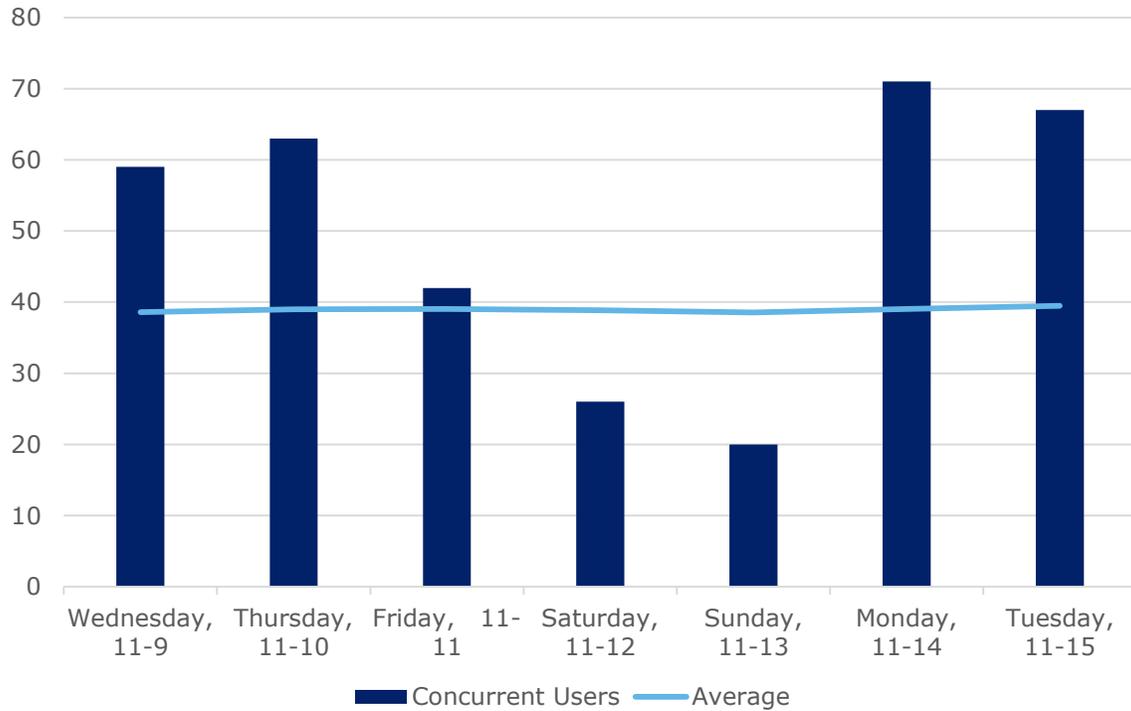


*Concurrent is over five minutes

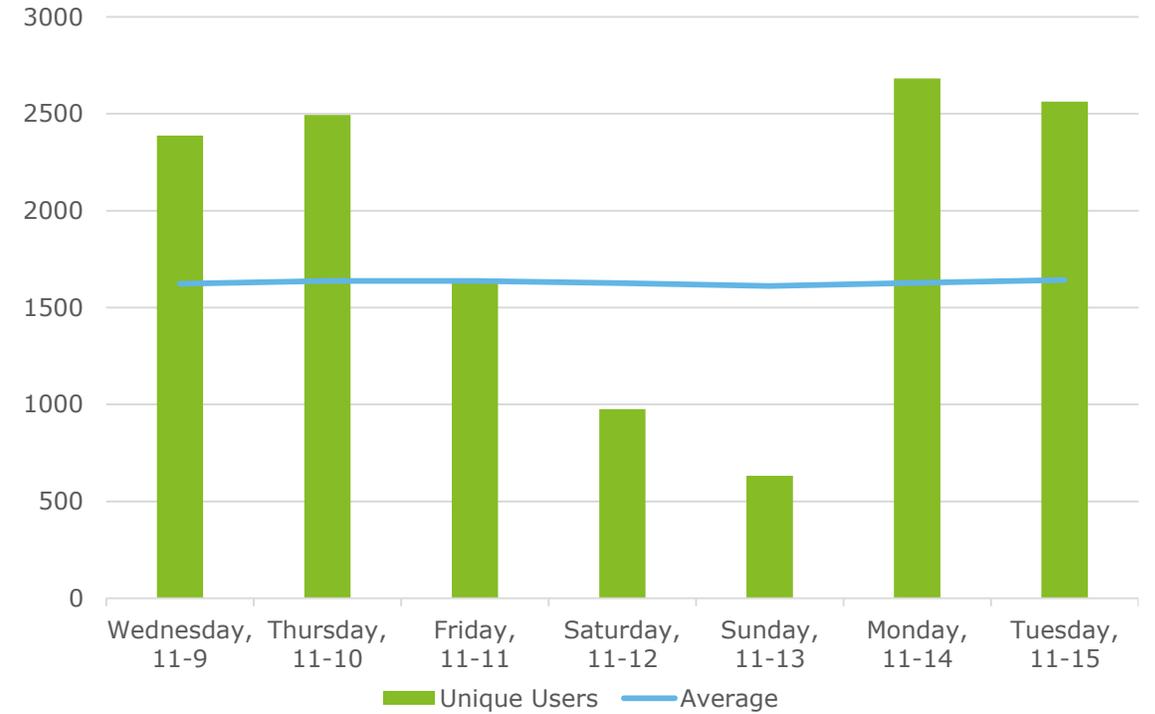
RIBridges Technical Metrics – Customer Portal

Wednesday November 16th, 2016 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day



Customer Portal Unique Logins Per Day

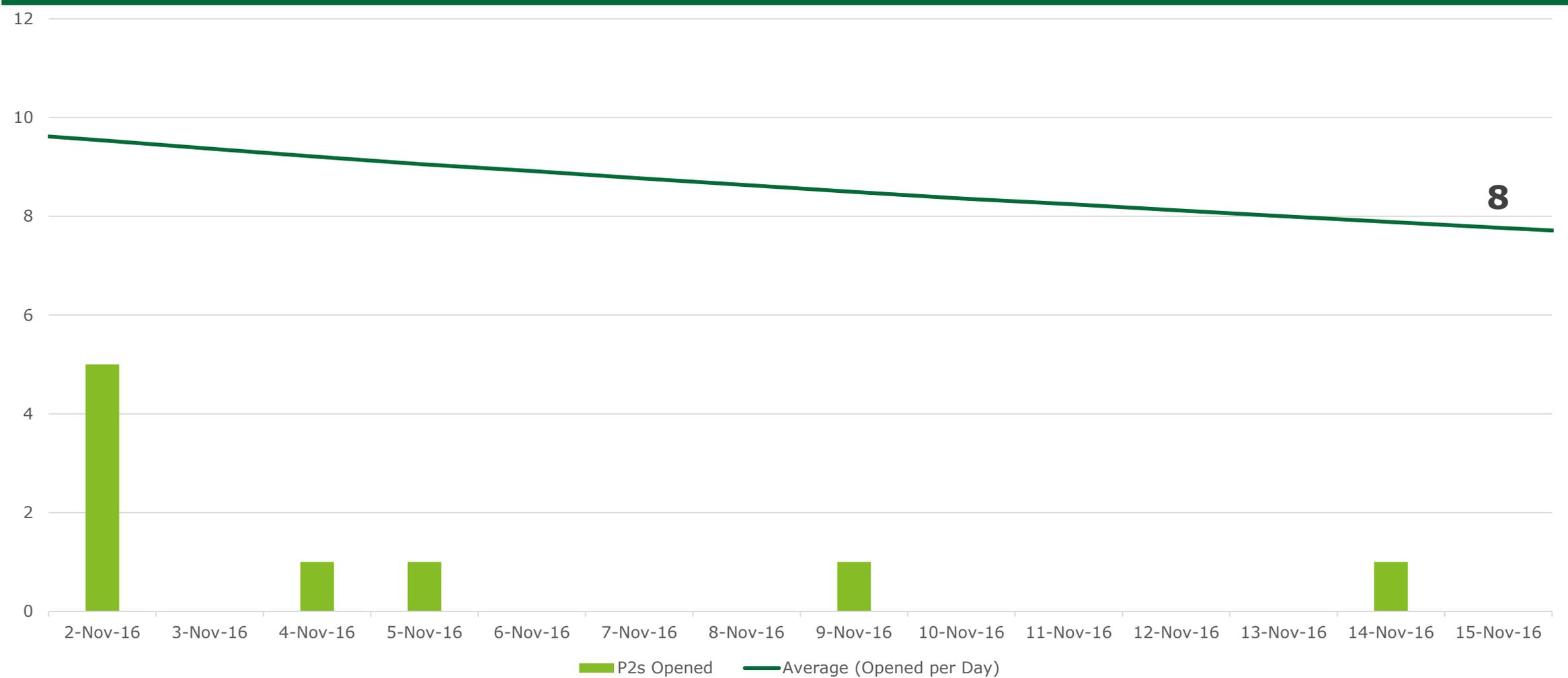


*Concurrent is over five minutes

RIbridges Technical Metrics – P2 Incident Report

Wednesday November 16th, 2016 (10:00 AM EDT)

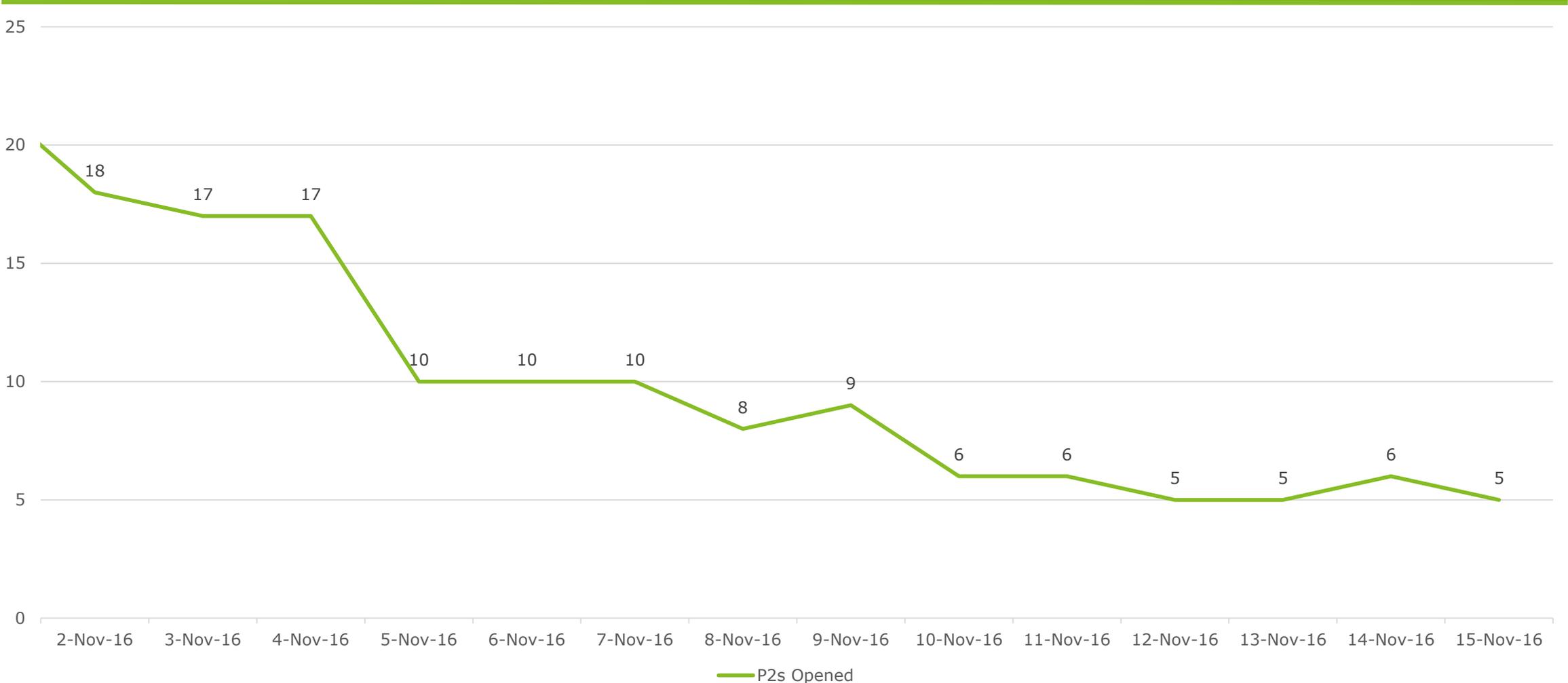
P2 Incidents Opened by Day



RIbridges Technical Metrics – P2 Incident Report

Wednesday November 16th, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



RIbridges Technical Metrics – Agency Priority 3 Incidents (P3s)

Wednesday November 16th, 2016 (10:00 AM EDT)

Total Priority 3 Open Incidents by Day

